

# Intercultural Effectiveness Seminar



Ensuring health care access for everyone



# Agenda

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Who We Are

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Setting the Stage-Identifying and Challenging  
Oppression and Racism

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Modeling the way in Health Care Homes

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Breaking Down Barriers to Health - Social  
Determinants across Minnesota

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From Personal to Powerful: Navigating the  
Allyship Spectrum

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Reflection & Closing

# TEAM

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Daisey  
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Associate  
Director



Wendy Sara  
Community  
Engagement  
Coordinator

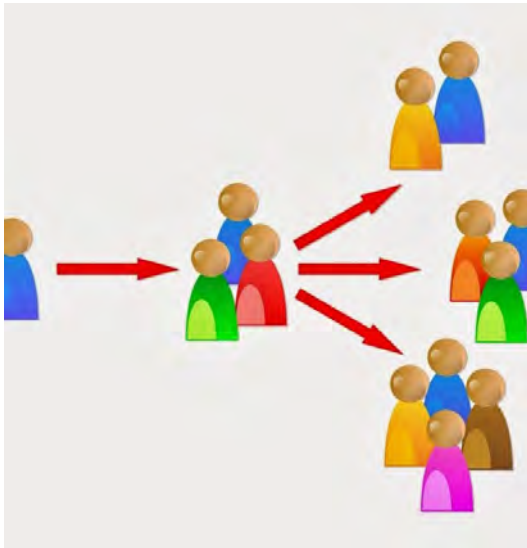


# Who We Are

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- Community health center serving underserved and uninsured families of Rice and Steele Counties
- Provide comprehensive primary access point to health services
- Offer medication assistance, patient education and advocacy, and community-based wellness programming
- Work across the continuum of wellness to collaborate and engage communities in their own health
- Believe in the inherent capacity of patients and communities to support health and wellbeing

# Why is this work important to us?



Objective: train and empower communities to dismantle patterns of racism and injustice while addressing topics at an interpersonal and systematic level. We do this by:

- Facilitating discussions on issues of inequity and inequality
- Providing a space for honest self-reflection
- Share understanding of current and past issues around racism, discrimination, and prejudice
- Commitment to helping organizations and members with growth, understanding, and unlearning

# Ground Rules



We are present



We listen to understand



We allow discomfort to lead our growth

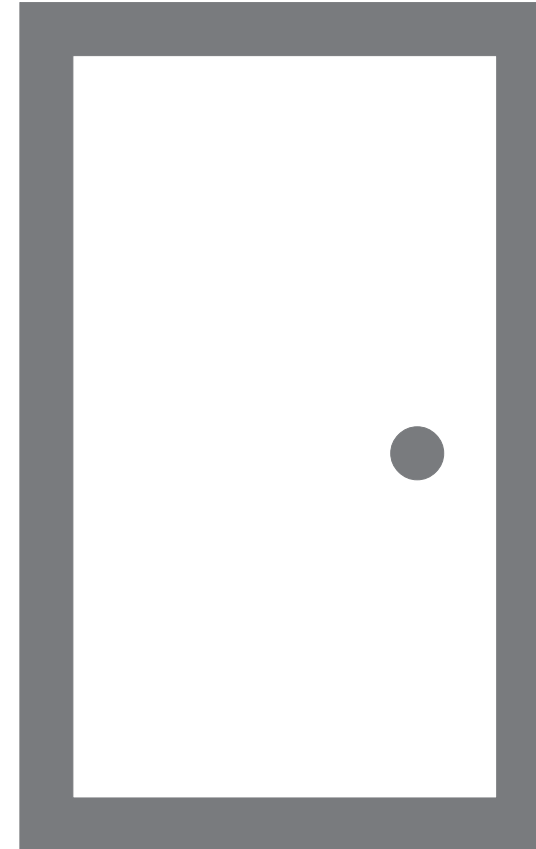
# Access your impact



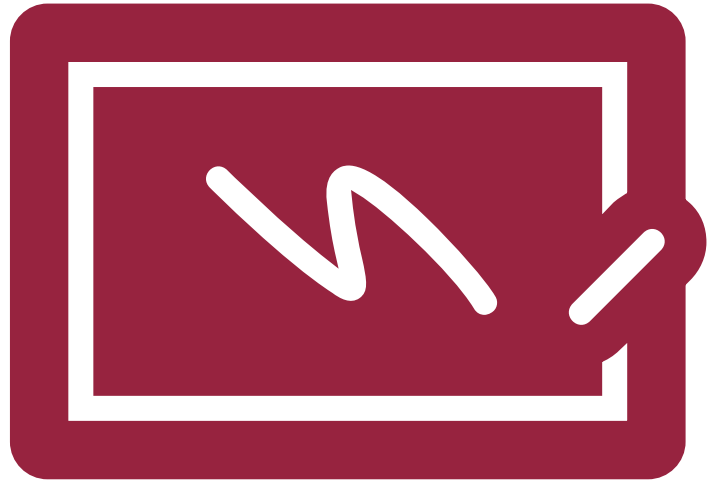
Whom do you want to become for  
yourself and the communities you serve?

# Questions to consider

- ▶ Identify barriers – what keeps people from coming through your doors?
- ▶ What are known barriers for your clients?







# Setting The Stage

Identifying and Challenging Oppression  
and Racism

## Unexamined Bias

Refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.

## Microaggressions

Everyday remarks, small actions, comments, and snide or snarky expressions that unconsciously or unintentionally express prejudice.

## Macroaggressions

A macroaggression is an act of racism towards everyone of a race, gender or group.

## Examples of Micro & Macro aggressions

"But You Speak So Well"

"*You* are not like them"... "*You* are really smart..."

"Where are you from?" "Where are you really from?"

"Anyone is welcome no matter color or race. You can be black, white, purple, blue"

These types of aggressions don't just happen from one race to the other, it happen within each other's ethnic groups as well.

Here are just some examples

# Prejudice

A favorable or unfavorable preconceived feeling or opinion formed without knowledge, reason, or thought that prevents objective consideration of an idea, individual, group, or thing.

# Internal Racism

lies within individuals. This type of racism comprises our private beliefs and biases about race and racism, influenced by our culture. This can take many different forms including: prejudice towards others of a different race; internalized oppression—the negative beliefs about oneself by people of color; or internalized privilege—beliefs about superiority or entitlement.

# Interpersonal Racism

occurs between individuals

This is the bias that occurs when individuals interact with others and their personal racial beliefs affect their public interactions.



# Institutional Racism

occurs within institutions and systems of power

This refers to the unfair policies and discriminatory practices of institutions (schools, workplaces, etc.) that routinely produce racially inequitable outcomes for people of color and advantages for white people.

Individuals within institutions take on the power of the institution when they reinforce racial inequities.

# Systemic Racism

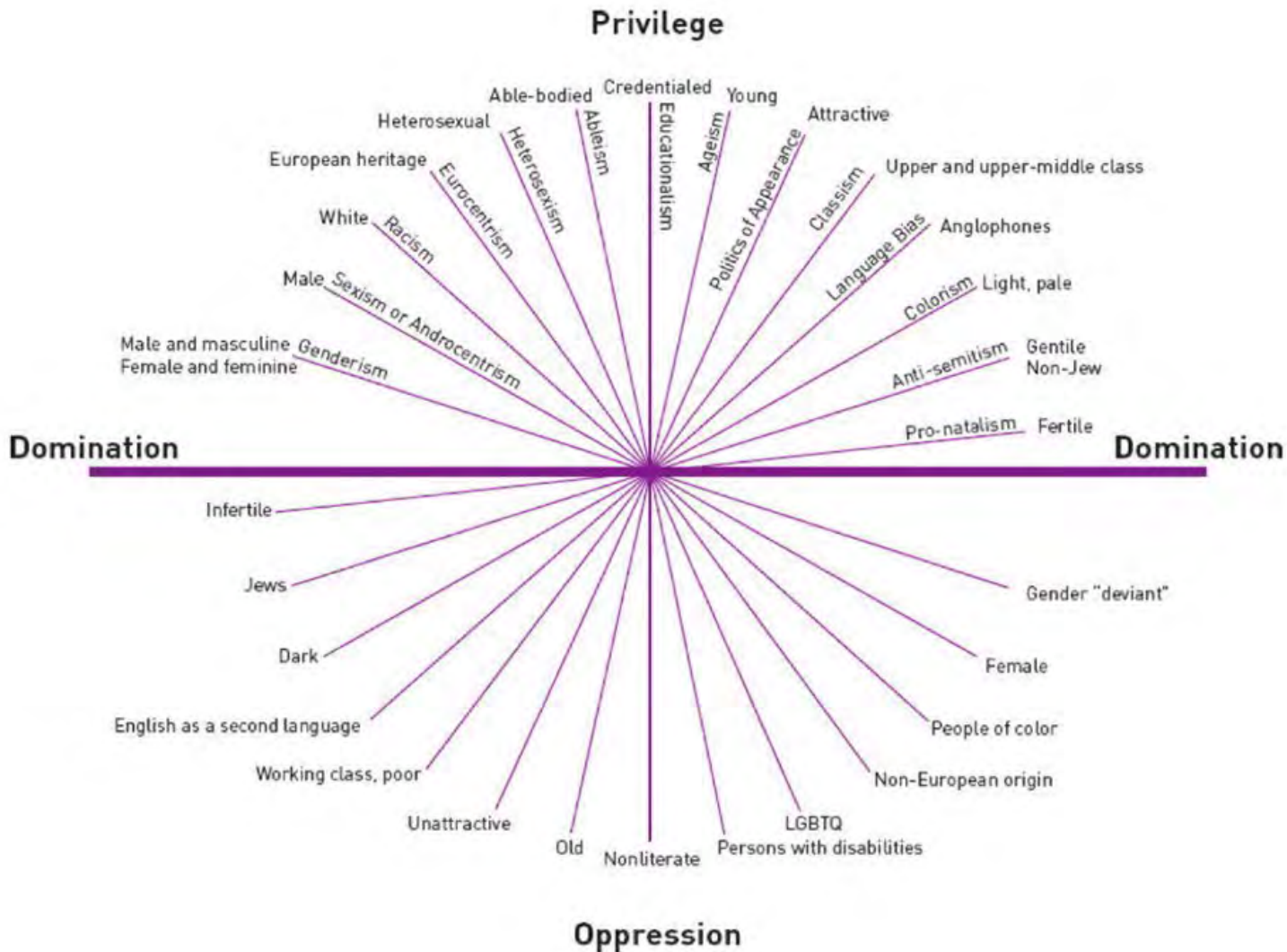
Figure 1. System of Racial Inequity Model, 2021



Ruqaiijah Yearby © 2021

*Note.* This model was produced by Ruqaiijah Yearby in 2021, summarizing the connection between systemic racism and the social determinants of health. Copyright 2021 by Ruqaiijah Yearby.

# Intersectionality



"Intersectionality is a lens through which you can see where power comes and collides, where it interlocks and intersects. It's not simply that there's a race problem here, a gender problem here, and a class or LGBTQ problem there."

# What is health equity?

Health equity = fair opportunity for good health

Addressing social, economic, and environmental factors contributing to health disparities

Acknowledging historical and ongoing impacts of systemic racism and discrimination

Ensuring access to high-quality healthcare and public health services for all

Eliminating barriers to health, such as poverty, housing insecurity, food insecurity, and lack of education

Promotion of policies and practices that prioritize marginalized and underserved communities and reduce health disparities

# Racism in Healthcare



both *inside* and *outside* the healthcare system that leads to disparate health outcomes for non-white folks

## Outside:

- High rates of unemployment and lack of access to jobs health insurance coverage
- Effects of trauma and stress on the body, leading to hypertension, heart disease etc.
- "social determinants of health"

## Inside:

- There still exists racial differences in the attribution of health care services when adjusting for insurance status and severity of disease
- Poor pain management
- Misdiagnosis and neglect, disbelief or discrimination
- Language barrier



# Modeling the Way in Health Care Homes

Identifying and Challenging Oppression  
and Racism

# Objectives of a healthcare home

1

Continue building a strong primary care foundation to ensure all Minnesotans have the opportunity to receive team-based, coordinated, patient-centered care.

2

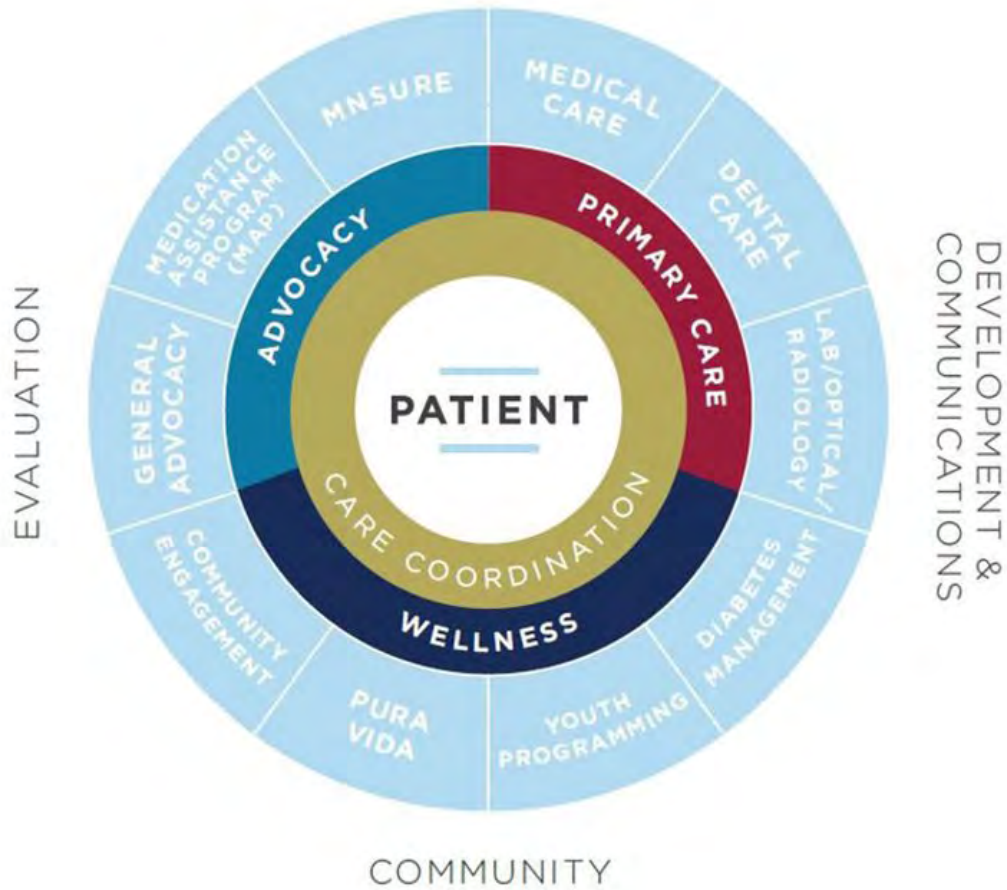
Increase care coordination and collaboration between primary care clinicians and community resources to support whole person care and facilitate the broader goals of improving population health and health equity.

3

Improve the quality, experience, and value of care.

# HFC WELLNESS MODEL

BOARD OF DIRECTORS



## How we work

proactive (patient-driven), patient-centered, viewable / filterable  
documentation (one-stop patient communication)





# Wellness Model In Action

- Patient arrived at HealthFinders with high A1C
- Patient eager to make changes but didn't know where to start
- CHW connected patient to internal programs for food security, community garden, nutrition classes, and diabetes management
- Patient made healthier choices and adopted a more active lifestyle with CHW's help.



# Reflection Time



# Breaking Down Barriers to Health

Social Determinants across Minnesota

# Understanding Social Determinants of Health at the Local Level

Social determinants of health include conditions in which people are born, grow, live, work, and age that impact their health and quality of life.

Community health assessments are conducted by local public health agencies to prioritize social determinants of health.

Education, housing, income, and food security have identified as social determinants of health by Rice County Public Health





# Social Determinants in Becker/Clay/Otter Tail/Wilkin



- Behavioral/Mental Health
- Child Care Access
- Nutrition
- Transportation

# Why does this matter?

Social determinants of health can greatly impact an individual's health outcomes.

Access to resources and opportunities can play a major role in promoting good health.

Lack of access to healthy food options and safe housing can increase the risk of chronic health conditions.

Social determinants of health are essential in addressing health disparities.

Promoting health equity involves addressing the social determinants of health.

# Housing | Multi-generational families



- In 2018 about one out of every five people lived in a household with at least two or more generations under one roof
- Multigenerational living has both positive and negative impacts on health outcomes. Living with multiple generations can provide social support and reduce isolation. However, it can also lead to increased stress and conflicts.



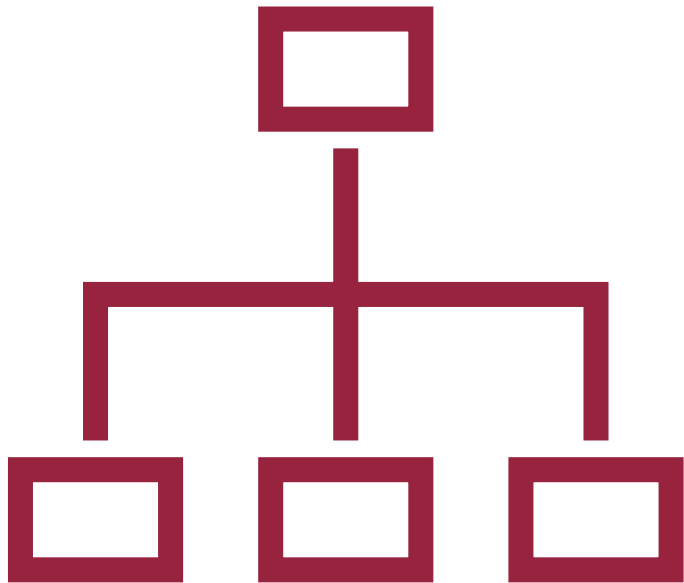
# SOCIAL DETERMINANTS AND SOCIAL NEEDS: MOVING BEYOND MIDSTREAM



we need social and economic interventions at both the community and individual levels.

# From Personal to Powerful: Navigating the Allyship Spectrum

Social Determinants across Minnesota



What can we do?

At an individual level and  
as a collective.



# Spectrum of Power

Internalizing Health Equity

PREVENTION LEVEL

Co - Liberation Tertiary	Making a personal and institutional commitment to addressing long term Impact and aim to repair long term consequences of institutional oppression. (Racism, Sexism, Classism, Ablism etc.)
Co - Conspire Secondary	Creating accountable partnerships with oppressed communities to continue assessing the root causes and aim to reduce impact and symptoms of institutional oppression.
Allyship Primary	Taking personal responsibility for preventing exposure to multiple forms of oppression in their daily life and role at work.
Solidarity Primordial	Identifying there is a serious institutional and historical system of oppression and aligns themselves in mutual support of addressing injustice.
Apathetic Anosognosia	Is in denial of current or past systemic oppression and injustice, showing or feeling no interest, enthusiasm, or concern for those impacted, including themselves.
	INDIVIDUAL    INTERPERSONAL    ORGANIZATION    COMMUNITY    Public Policy

INTERVENTION LEVEL

# Spectrum of Power

At HealthFinders Collaborative

PREVENTION LEVEL

Co - Liberation Tertiary				Intercultural Effectiveness Seminars	
Co - Conspire Secondary					
Allyship Primary					
Solidarity Primordial					
Apathetic Anosognosia					
	INDIVIDUAL	INTERPERSONAL	ORGANIZATION	COMMUNITY	Public Policy

INTERVENTION LEVEL

# Access your impact



Whom do you want to become for yourself and the communities you serve?



Share one word | thought | question you are walking away with.

# Thank you!



Learn more about HealthFinders  
Collaborative at [healthfindersmn.org](https://healthfindersmn.org)



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